

Loss of railways

1907. SHRI PRASANTA CHATTERJEE: Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways carried goods traffic regularly by the longer route without rationalising it for charging freight;
- (b) the quantum of loss sustained by North Frontier Railway, North Central Railway, North Eastern Railway, North Western Railway, South Western Railway and Central Railway during 2003-05; and
- (c) the action taken so far to recover the loss?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) The Railways are authorized to issue a Rationalization Scheme for movement of freight traffic in terms of Section 71 of the Railways Act, 1989 and Rule 125 of the Indian Railway Conference Association (IRCA) Goods Tariff No. 41 Part I Vol. I, to carry goods via route operationally feasible and levy freight charges by the shortest route. All freight traffic is carried under these rules.

- (b) Nil.
- (c) Does not arise.

Dedicated call centre

1908. SHRI B.K. HARIHARASAD: Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways has proposed to set up a dedicated call centre to improve customer services by outsourcing through BSNL-led consortium;
- (b) the estimated earnings for the Railways out of telephone call centre generated by callers apart from large savings on additional staff and infrastructure required for such network; and
- (c) whether there is also a proposal to upgrade these call centres to handle rail bookings on-line?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) Yes, Sir.